

# Peresoft WebUI

## Peresoft Web UIs Q & A





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# Cannot Add Peresoft Web UIs In Peresoft Activation

## **Question:**

Upgrading and installing Web Screens - all is working except the Web Screens. Checked for the license files twice and have checked that all the steps were done according to the procedure on the website.

## **Solution:**

The Control Release might still be installed.

If you cannot see the Web UIs in the dropdown you do not have the correct Cashbook 17000.exe installed. The version can be seen in the Help About.

17000.exe can be found under MCDs | Product Downloads.

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## Unable to Update Web UIs License

### Question:

Cashbook does not update the Web UIs License after the "Obtain License", all other products (Cashbook and Lanpac) are updated and activated.

Re-installation, Restarting the IIS, and re-run of Portal Database Setup, but the "Obtain Licenses" function doesn't update the Web UIs License.

Systems running are Sage 300 2020 PU6, Cashbook2020 PU6, MS SQL Server 2014, Windows Server 2012R2.

### Solution:

Have you installed Peresoft Products 2020.2 (17000.exe) found under MCDs | Product Downloads?

Are you getting an error message when running the function?

Have you tried doing this on a different network?

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## Web Compatibility Error with Sage 2020 PU 6

### **Question:**

"The Cashbook is not compatible with the current Sage PU installed. Please ensure you have the latest cashbook Web UI's installed".

### **Solution:**

Please check the version at the bottom of your screen, to see if you have the latest version 1.08 installed.

Please download the products from MCDs | Product Downloads.

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## Cashbook Recon Report Difference

### **Question:**

We have updated and installed web screens on 2020 PU6.

When printing the Cashbook Bank Reconciliation report (CBRCRF) on Premise and then compare it to the one from the web screens, there is an opening balance difference. We are using the same date range for both.

### **Solution:**

The issue has been replicated.

Please re-download and install 17700.exe. The version will be v1.08.

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## Webservice API

### **Question:**

Does Peresoft have a Webservice API document?

### **Answer:**

Sage has not yet implemented this functionality for third party products. It is in their road map for future development. We will implement it once available to us.

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## Unable to POST Batches- POST button pressed

### **Question:**

We have loaded Sage 300 2020 with PU3, upon posting the batches it returns the following error message -

"Please correct the following issue(s): An unexpected problem has occurred. Please try again or contact your administrator for assistance."

### **Answer"**

What version of the Web UIs do you have installed and what PU for Sage?

If you have PU4 installed download the 17700.exe dated October.

Restart IIS

Rerun the Portal

Restart the CNA Server

Restart a new browser session

The posting function runs a process so can you run any other process like changing the date range in Bank Reconciliation?

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## Cashbook is not compatible with the current PU Installed

### Question:

When opening Peresoft Cashbook Web screens, after installing Sage 2020 PU3, we are unable to open the desktop application. The following error message was returned "Cashbook is not compatible with current PU installed. Please ensure you have the latest Cashbook UI's installed."

### Answer:

Check the version at the bottom of your screen, to see if you have the latest version 1.05 installed. (Version current at the time of this document).

The Products can be downloaded from MCDs | Product Downloads. Select Web from the Product Index on the right.

Restart IIS and the Sage CNA services and start a new browser session.

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